

Docket No.: RSW920030089US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of: David A. Selby

Group Art Unit: 3623 : IBM Corporation
Examiner: Andre D. Boyce : Intellectual Property Law
Serial No.: 10/806,204 : Department SHCB/040-3
Filed: 03/22/2004 : 1701 North Street
Confirmation No. 1932 : Endicott, New York 13760

Title: SYSTEM, METHOD, AND
COMPUTER PROGRAM PRODUCT FOR INCREASING THE
EFFECTIVENESS OF CUSTOMER CONTACT STRATEGIES

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

STATUS INQUIRY

Dear Sir:

This is to request a status update. We have not received any correspondence from the USPTO since we received a Notice of Publication of Application on September 22, 2005, which is over 2 years ago.

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Kindly advise the undersigned via fax to (607)-429-4119 or e-mail to endiplaw@us.ibm.com the status of the application and when any action may be expected. Thank you for your assistance.

Respectfully submitted,

Dated: 02/18/2008

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